

Testimony from House Committee on Agriculture - October 1, 2014
Senate Bill 685

Thank you, Mark. Good morning members of the Committee. My name is Patrick Campbell and I am the Major Accounts Manager for Lyden Oil Company which has offices in Lansing, Toledo and Youngstown.

As Mark mentioned there have been some problems in our industry and we welcome the adoption of this new set of standards. One problem that Mark mentioned is whether or not the customer is actually getting what they are paying for.

We have had reports of some bad apples actually going through the trash at a legitimate location to steal their empty quart bottles and refilling them with poor quality product and super gluing the cap on to convince the customer that they were buying something they weren't. This has led many in the industry to start cutting up bottles after the oil has been dispensed.

We have also heard reports of suppliers not selling the proper grade of oil in a bulk format to installers. As an example, a quick lube orders 5W-30 and receives 10W-30 (a less expensive product). Using the incorrect grade of oil will often void the manufacturer's warranty. The new labeling and invoicing requirements will create a trackable system that should go along ways towards stopping these problems.

Many of Lyden Oil's suppliers are supporting this legislation including Ford who markets Motorcraft oil. Ford sent out a letter 11 months ago requiring all of their distributors to adopt the standards in the 20 states where this is law.

Overall, we look forward to working with the Department in implementing these important changes that will afford customers a new sense of transparency and enhance the enforcement capabilities of the Department. We all want a level playing field, and most importantly, we want to protect the customer.

Thank you for taking the time to hear us this morning. We would be happy to answer any questions you may have.